

## Contractor Violations

Task Order Number: \_\_\_\_\_

Contractor: \_\_\_\_\_

Member's Name: \_\_\_\_\_

Contractor SCAC: \_\_\_\_\_

Member's SSN: \_\_\_\_\_

### Violations Automatically Generated by PTOPS:

- ☐ PWS 5.1.5 - Failed to provide results of premove survey to PPSO no later than three workdays prior to pickup date.
- ☐ PWS 5.3.6 - Failed to provide shipment weight to PPSO within five workdays of pickup date.
- ☐ PWS 5.7.2 - Failed to report reweigh of shipment prior to reporting delivery to the residence.
- ☐ PWS 8.3 - Failed to respond to shipment offering two hours from receipt of offer.
- ☐ PWS 8.7 - Failed to notify PPSO of direct delivery within one workday of delivery date.
- ☐ PWS 8.8 - Failed to notify PPSO of placement into SIT within one workday of date into SIT.
- ☐ PWS 8.9 - Failed to notify PPSO of delivery to residence from SIT within one workday of delivery date.
- ☐ PWS 8.9.1 - Failed to coordinate delivery from SIT date within five workdays of customer's request.
- ☐ PWS 8.9.2 - Failed to coordinate partial delivery from SIT date within five workdays of customer's request.
- ☐ PWS 12.1.2 - Failed to accept Committed Daily Capacity (CDC) as required.

### Shipment Violations (Manually entered into PTOPS):

- ☐ PWS 4.1 - Failed to provide items necessary to perform tasks. Failed to follow commercial practices to prevent deterioration and damage to personal property.
- ☐ PWS 5.1.2 - Failed to conduct or complete movement counseling.
- ☐ PWS 5.1.3 - Failed to provide moving assistance package.
- ☐ PWS 5.1.3 - Failure to provide movement assistance package prior to pack date.
- ☐ PWS 5.1.3 - Failure to provide proof that movement counseling was performed.
- ☐ PWS 5.1.4 - Failure to perform a residence pre-move survey of a shipment greater than 3000lbs and within 50 miles of contractor's facility. (member may wave this )
- ☐ PWS 5.1.5 - Failure to notify the Origin Ordering Officer if the customer is not available within three (3) workdays prior to pickup.
- ☐ PWS 5.1.6 - Failure to notify origin office of date changes within one (1) workday of confirming the affected changes.
- ☐ PWS 5.2.1 - Failed to provide dedicated toll free telephone number, or phone number for collect calls, manned as required during business hours.
- ☐ PWS 5.2.2 - Failed to respond to inquiry within stated time limits.
- ☐ PWS 5.3.1 - Failed to provide complete origin services, or failed to provide new materials as required.
- ☐ PWS 5.3.2 - Failed to transmit to the origin ordering officer the actual units, price and additional service total cost for each authorized additional service within five (5) workdays of the date of pickup of the shipment.
- ☐ PWS 5.3.3 - Failed to service appliances at origin.

- ☐ PWS 5.3.4 - Failed to prepare descriptive inventory, or high value inventory.
- ☐ PWS 5.3.6.1 - Failed to perform weighing within stated requirements.
- ☐ PWS 5.4 - Failed to separately pack and weigh PBP&E and/or consumables.
- ☐ PWS 5.5 - Failed to provide the customer a copy of the task order and descriptive inventory at time of pickup.
- ☐ PWS 5.6 - Failed to settle an inconvenience claim IAW stated requirements.
- ☐ PWS 5.7 - Failed to provide complete destination services.
- ☐ PWS 5.7.2 - Failed to reweigh shipment when required or requested.
- ☐ PWS 5.7.3 - Failure to transmit to the destination ordering officer the actual units, price and additional service total cost for each authorized additional service within five (5) workdays of the date of delivery or placement into SIT of the shipment.
- ☐ PWS 5.7.4 - Failed to unservice appliances at destination.
- ☐ PWS 5.7.5 - Failed to provide copy of task order annotated with the additional services performed at destination and two (2) copies of an appropriate notice document to identify lost or damaged items at the time of delivery..
- ☐ PWS 6.1 - Failed to perform a diversion as ordered.
- ☐ PWS 6.2 - Failed to perform a termination as ordered.
- ☐ PWS 6.3 - Failed to take appropriate action to expedite movement of an erroneous shipment.
- ☐ PWS 6.4 - Failed to report incidents that produce significant loss, damage, or delay to the PCO through the origin and destination CORs, the ACO, the customer and the COR responsible for the area where the incident occurred, within one (1) workday of the discovery..
- ☐ PWS 7.1 - Failed to provide full replacement protection as required.
- ☐ PWS 7.2 - Failure to provide the customer, at the time of delivery, two(2) copies of an appropriate notice document to be used by the customer in identifying lost or damaged items and a stamped self-addressed envelope addressed to the contractor's claims office.
- ☐ PWS 7.4 – Failed to settle loss and damage claims as required.
- ☐ Other - see violation comments for narrative providing details of violation.

**General Violations (Manually entered into PTOPS):**

- ☐ PWS 8.2 – Failed to provide settled claims report data as required.
- ☐ PWS 9.1 - Failed to establish a quality control program.
- ☐ PWS 9.2 - Failed to notify COR of performance problems.
- ☐ PWS 9.3 - Failed to provide management reports to COR as requested.
- ☐ PWS 10.4.1.1 Failed to provide qualified contract manager or alternate.
- ☐ PWS 10.4.1.2 Failed to provide qualified operations manager or alternate.
- ☐ PWS 10.4.2 Failed to provide qualified personnel to perform the required tasks.
- ☐ Other - see violation comments for narrative providing details of violation.

**Notes:**